

Kent MAN Limited Executive Committee

Minutes of the 25th Meeting held on Thursday 19th April 2007 at 10.30 in The Kempe Centre Seminar Room (first floor), Imperial College London, Wye Campus, Wye, Ashford, KENT

Adrian Bradish	AB	University of Greenwich	
David Hayling	DH	Canterbury Christ Church University	
Peter Riley	PR	University of Kent	
Paul Kentish	PK	Imperial College London	Chair, CEO
Gerd Knight	GK	University College for the Creative Arts at Canterbury, Epsom, Farnham, Maidstone and Rochester	
Laura McDonnell	LM	Canterbury Christ Church University	Technical Specialist
Peter Banbury	PB	Kent County Council	
Jan Hope	JH	Canterbury Christ Church University / Kent MAN Limited	Business Administrator
Ian Ellery	IE	Canterbury Christ Church University	

25/1 Apologies for Absence

Apologies for absence had been received from John Sotillo (JSo) and Brian Heaton (BH) from UoK.

PK welcomed Ian Ellery, who, as Head of the Computing Services Department at CCCU had taken his place as the CCCU representative on the Executive Committee.

25/2 Minutes of Last Meeting

The minutes of the last meeting held on the 12th January 2007 were reviewed, approved and signed as a true record.

25/3 Matters Arising (not occurring as agenda items)

25/3.1 *To amend the minutes of the 23rd meeting and send to PK (24/3)*

JH had sent an amended copy of the minutes to PK for action.

25/3.2 *To inform GK when all UCCA LES100 circuits had been installed (24/4.2)*

JH reported that the three LES circuits for UCCA had been installed and GK had been informed.

25/3.3 *To Liaise with Logicalis concerning the handover of the UCCA circuits at Canterbury and Rochester (24/4.3)*

JH reported that the circuits had been handed over to Kent MAN; Canterbury on the 15.2.2007 and Rochester on the 15.1.2007.

25/3.4 *To contact Will Hargrave to discuss the migration of the B end of the LES100 at UoG-AH when appropriate (24/4.4)*

No progress had been made on this matter and LM will report on further developments.

[Action: LM]

25/3.5 *To continue to monitor the final decommissioning of the radio circuits (24/4.5)*

JH informed the meeting that the radio decommissioning programme was nearing completion. There were only two sites remaining where equipment was still to be removed: Beacon Hill, where a cabin was to be removed and the services to it disconnected, and the Tunbridge Wells site where a cabin on the roof of a building was also to be removed. RAFT were preparing method statements for the site owner's approval. JH would continue to liaise with RAFT and it was hoped that the final stage would be completed by mid-May. JH informed the members that the cost of the decommissioning had been in two stages with the first stage estimated at £29,589.00 plus VAT and the second phase estimated at £14,627.00 plus VAT. JH would continue to monitor the project and report back to the members at the next Executive meeting. **[Action: JH]**

25/3.6 *To continue monitoring invoices from Logicalis to ensure correct discount is given (24/4.6)*

JH continued to monitor the Logicalis invoices for discounts and as this now formed part of the usual financial procedures this point would be removed from the minutes.

25/3.7 *To issue an invoice to Kent MAN Ltd for the KCN Backhaul service and send to JH for payment (24/4.7)*

JH had not received an invoice for the KCN Backhaul service and PB agreed to arrange for an invoice to be sent to JH for payment without delay. **[Action: PB]**

25/3.8 *To contact Penny Gould of UKERNA to seek further funding for the development of KMII (24/4.16)*

JH reported that she was currently in discussion with Penny Gould concerning the current funding KM11 funding claim. The final claim for funding was in progress. **[Action: JH]**

25/3.9 *Members to review the seminar proposals and send feedback to JH. JH to continue with the seminar preparations (24/4.18) [See Minute 11]*

25/3.10 *To investigate the purchase of WES circuits through KCN and to delay the order for the Folkestone Glassworks circuit pending this possibility (24/4.23)*

JH reported that a WES circuit had been ordered through KCN for installation at the Folkestone site and the costs for the circuit would be reclaimed from UKERNA as part of the original Business Plan lodged with UKERNA in 2005. There was a minor delay to the installation due to road works outside the Folkestone site. It has been scheduled for the 18th May JH would continue to liaise with UNISYS in this regard and inform AB and the contact at Folkestone when a firm installation date had been approved. **[Action: JH]**

25/3.11 *To discuss fault investigation with FE college representatives at February meeting (24/5.2)*

JH had spoken to the KAFEC representative but to date there had been no arrangements made for FE college representatives to meet with him to discuss problem areas. The KAFEC rep was not in attendance at the meeting and JH agreed to contact him to pursue the matter. **[Action: JH]**

25/3.12 *To report on the operation of Crannog NetFlow software to next Executive meeting (24/6.2) [See Minute 5.2]*

25/3.13 *To press Logicalis to provide an accurate maintenance contract for the Crannog Software. (24/6.3) [See Minute 5.2]*

25/3.14 *To insert a section relating to SJ5 Connections into the revised Risk register (24/8.1) [See Minute 8]*

25/3.15 *To review the actions needed by Schools and FE Colleges in the event of a network service failure (24/8.2)*

DH was still working on this matter and agreed to report back at the next meeting. The Kentish MAN Operations Handbook is to be updated within the next few months and it was suggested that a page be put in the handbook that would assist the reader with network related problems, to include links to other helpful sites. JH will update the handbook for presentation at the next meeting. [Action: DH/JH]

25/3.16 *To investigate the promotion of the SJ5 links and Kent MAN/JANET/UKERNA partnerships at the forthcoming seminar (24/8.3) [See Minute 11]*

25/3.17 *Members to send DRP feedback to JH including potential plan testing dates (24/9.1) [See Minute 7.1]*

25/3.18 *To continue with review of Risk register for presentation to the Board on 15.2.2007 (24/10) [See Minute 8]*

25/3.19 *To arrange the next meeting of the MOA Working Party for the 15.2.2007 at 2.30 (24/11)*

The next meeting of the MOA working party has been arranged for the 1st June 2007 and will be held at CCCU.

25/3.20 *To implement Credit reference procedures in connection with commercial contracts on receipt of commercial transit applications (23/12.3)*

JH had collated information relating to credit control procedures and trade reference procedures which would be incorporated in a credit reference protocol for Kent MAN Limited. JH suggested that part of the procedure would be to check company details with Companies House. It was agreed that JH would pay for the checks and reclaim the cost via an expenses claim. JH will prepare the final documentation for presentation at the next Board meeting. [Action: JH]

25/3.21 *To liaise with PK concerning the room booking and refreshments for the next meeting on the 19.4.2007 at Wye (24/14)*

PK had completed the meeting arrangements.

25/3.22 *To liaise concerning meetings which can be held at KCC premises (24/15)*

JH had arranged with Grahame Ward's secretary that the Board meeting to be held on September 3rd 2007 would be held at Sessions House, the KCC headquarters in Maidstone.

25/3.23 *To ascertain if UKERNA statistics for UK MANs service availability can be used by PB in a report for the Education sector (24/16.1)*

DH reported that he had consulted with Andrew Cormack from UKERNA and he had no issue with PB utilizing the information provided by them concerning the network availability for all of the regional MANs. PB thanked DH for investigating this matter.

25/4 NOC Manager's Report

25/4.1 *Report*

LM tabled the NOC Manager's Report [*KML-EXEC-25-4-NOC*] and highlighted the following points in depth. Availability of service was 99.823% for the period.

- Routing problems at UCCA
- UCCA circuits installed at Rochester & Chatham
- SJ4 Link disabled 16.1.2007
- Unscheduled outages
- FlexWan issues at Chatham
- Power failure at UoG
- Radio link failure - CCCU-UoK
- Damage to LES100 at UCCA-M

25/4.2 *Dual Power Supply*

The possibility of installing a dual power supply to the BT NTE at Dorton College and any other BT NTE points that link to the Kentish MAN was discussed. LM and DH will investigate the availability and cost of dual power supply conversion kits and report back at the next meeting.
[Action: LM/DH]

25/4.3 *Netsight - Monitoring System Replacement*

DH reported that he is involved in a working group set up by UKERNA to consider the replacement of the Netsight monitoring system. PB requested that a view of SJ5 be made available to him so that he could not only view the schools traffic but also the traffic through SJ5. LM would report on the changes to the Netsight monitoring at the next Executive meeting.
[Action: LM]

25/4.4 *Kent MAN Address space.*

DH reported his concerns about others sites connected to the Kentish Man using the Kentish MAN IP address space. GK said that UCCA are still using the Kentish MAN as a B end address. He agreed to rectify this situation without delay.
[Action: GK]

25/4.5 *Acting NOC Manager*

DH wished his thanks to be recorded to LM for her excellent work as Acting NOC Manager during the time that he had been Acting Head of Computing Services at CCCU.

25/5 Projects

25/5.1 *QoS (Quality of Service)*

LM reported that the final report on the QoS trials had been sent into UKERNA. A QoS technical guide was being prepared and the final document was to be completed by the end of December 2007.

25/5.2 *Network Flow Monitoring*

The Crannog software had been installed and is working as expected. LM agreed to arrange a demonstration of the software at the next executive meeting which would allow the members to decide what monitoring facilities they required for their own institutions. LM will send a brief overview to the members prior to the meeting and the demonstration will take place 30 minutes before the end of the meeting.
[Action: LM]

JH has been in negotiation with Logicalis to finalise the contract for the Crannog software. It was expected that the contract would be ready for signing within the next few weeks. [Action: JH]

25/6 KMII Procurement Progress

The cost of the decommissioning programme was higher than predicted in the Business Plan and the cost of the Folkestone Glassworks circuit was much lower: JH is seeking approval of the offset of these amounts with Penny Gould from UKERNA and will report back on progress with the funding claim. [Action: JH]

25/7 Disaster Recovery Plan

25/7.1 Proposed testing of plan in 2007

JH reported that she had not received feedback from the members concerning the contents of the DRP. It was agreed that the members would inform JH of any amendments required to the DRP by the 30th April 2007. [Action: All]

It was agreed that a "table top" test of the DRP would be adequate at the present time. Certain questions were raised about the plan and it was agreed that the test would take place following the next Executive meeting which was to be held at UoK. The test would comprise of three groups or people, those who were to carry out the test, those who were to set the test and those members who would observe the test and document the results.

PK agreed to ascertain if any on the other MANs had tested their plans and if so what the results had been and report back at the next meeting. [Action: PK]

It was agreed that the team setting the disaster scenario should not be involved the testing of the plan. DH suggested that Brian Heaton from UoK would be an ideal candidate to set the tests. And Peter Riley agreed to ask BH if he would be prepared to do so. [Action: PR]

JH agreed to speak to Martin Tallontire to ascertain if CCCU have a contingency fund available for use in the even of a Kent MAN DR emergency, as it might be some time before the insurance company released funds. [Action: JH]

Following further discussion it was suggested that Brian Heaton would arrange a 2-3 hour meeting to prepare for the test. IE and OB would observe the test and prepare the report for presentation at the following meeting. [Action: BH]

25/8 Risk Register – Update following the removal of radio links

JH presented a copy of the updated Risk Register to those present and requested that details of any changes required would be sent to her by the 27th April so that there was sufficient time to make any changes necessary before the Board meeting on the 3.5.2007. [Action: All]

25/9 Report by MOA Working Party

JSo was not in attendance to give a report on the current status of the MOA Working Group. PK reported that the next meeting of the MOA Working Party was scheduled for the 1.6.2007. JSo was to ascertain from Clive Gallop if Kent MAN Ltd would be required to put the operation of the NOC out to tender via the OJEU tender process. The Board had suggested that the Executive Committee might carry out an exercise to determine whether Kent MAN Ltd got value for money from CCCU for the operation of the NOC. An exercise had been carried out to determine the actual costs of operating the network for nominated connections which had been sent to UKERNA as part of the RNO Benchmarking project. It was suggested that this report might form part of the process to determine the actual running costs of Kent MAN Limited. [Action: JSo]

25/10 Report on Progress with RPAN3/JANET Partner Agreement (JPA)

PK reported that he was part of the team discussing the JPA between the RNOs and UKERNA. The next meeting is planned for the 16th May. The RNOs had expressed concern that initial indications were that UKERNA may propose an agreement that could be somewhat lightweight, with most of the substance in Annexes and additional papers. The JANET Partner Agreement is still on track to be signed by the RNOs later this year, ready for implementation from 1st October 2008.

DH reported that UKERNA had asked the RNOs if they would be prepared to manage the FE college routers on their behalf from August 2007. It had, generally, been agreed that four months was insufficient notice for an implementation plan to be produced and verified, the funding arranged and the monitoring equipment installed. It was envisaged that UKERNA would present a paper for review at the next UK MANs meeting. DH would report back on progress at the next meeting. **[Action: DH]**

25/11 KML Seminar

JH reported that she had not received feedback from the members about the target audience for the seminar and that as the proposed seminar date was only 6 weeks away it would be advisable to rearrange the seminar to take place in the autumn. The members accepted this proposal.

It was agreed that the target audience would be the technical managers from FE colleges, Schools, ACLs and independent colleges. The updated Kentish MAN handbook could be distributed at the seminar. The topics to be covered at the seminar will include:-

- Wireless Technology
- JANET Roaming Service
- IP Telephony
- Shibboleth
- Technical Problem solving

JH will arrange the seminar for the autumn and will liaise with PB concerning School contacts. **[Action: JH]**

25/12 KCC Future Procurement

PB reported that the Kent County Council is planning to aggregate its networks with those of other councils and have embarked on the procurement of a new Public Services Network. There is an impact for the Kentish MAN in that Internet connectivity would be delivered via the MAN and SuperJANET5, following a change in rules of usage by UKERNA. A bidders' conference will be held on the 14th May to which representatives from Kent MAN Ltd would be invited. The next meeting between KCC and Kent MAN Ltd to exchange information will be on the 1st May. PB would like to have an appendix in the KCC tender document relating to Kent MAN and DH and PK agreed to send details of the Kentish MAN Network and company governance to PB by the end. DH expressed a wish to be present at the bidder's conference and PB agreed to investigate the possibility of DH attending. **[Action: PK/DH/PB]**

25/13 Commercial Contracts

It was agreed by the members that Kent MAN Ltd would not actively seek to encourage commercial customers to use the Kentish MAN at the present time.

25/14 Logicalis- Service and Contract Review

Recent Service Review meetings had been held by videoconference and the service from Logicalis had improved sufficiently enough for the next meeting to be held by teleconference. JH continued to proactively monitor the service contract with Logicalis to ensure that any problem areas were highlighted as soon as possible.

Logicalis had prepared a document concerning the upgrade costs of all LES circuits to EES circuits upon completion of their current term. Further work was needed to confirm actual process and a more detailed document would be produced for the next meeting. **[Action: JH]**

25/15 Items for consideration by the Kent MAN Limited Board (next meeting scheduled for the 3rd May 2007)

- Disaster Recovery Plan test information
- Updated Risk Register
- MOA Working Party report.
- KCC (involvement in procurement)
- Kent MAN Seminar

25/16 RNO Benchmarking Report

DH reported that he was involved in a UKERNA committee to review the existing RNO funding model. Information had been received from all of the RNOs detailing the actual costs that were required for the provision of the nominated connections by the Regional networks. The information was being collated by UKERNA to determine whether future funding could be made available that directly related to the running costs and not to geographical locations. On-going dialogue would be required concerning capital requirements. DH commented that the Kentish MAN costs compared favourably with other RNOs. It was anticipated that UKERNA would fund the total costs for the delivery with effect from September 2008. DH will update the Board and Executive Committee as developments occur. **[Action: DH]**

25/17 UKERNA Service Review Meeting

A meeting was held on the 18.4.2007 between John Littledale from UKERNA, PK, DH and JH. UKERNA is very happy with the way in which Kent MAN Ltd operates the network in Kent. UKERNA had undertaken a customer survey and had agreed to provide feedback concerning the Kentish Man at the next Service Review meeting. John Littledale informed those present that there would shortly be another round of RNO audits although no time scales were yet available.

25/18 Date, time and venue of next meeting.

The next meeting of the Kent MAN Limited Executive Committee will be held at University of Kent at Canterbury on Wednesday 20th June commencing at 10.30 am. JH to liaise with UoK staff to arrange the meeting. **[Action: JH]**

25/19 Any Other Business

25/19.1 UCCA Nominated Connection

UCCA have previously tendered their resignation from Kent MAN Limited which will terminate in February 2008. Following discussions with UKERNA, UCCA wish to move their nominated connection to SJ5 to the Kentish MAN, using the Maidstone link. The connection at Rochester will be disconnected but no firm decision has been taken concerning the Canterbury connection. Unless otherwise requested by UCCA, the Canterbury connection will be disconnected in December 2007. GK will report back at the next Executive meeting. **[Action: GK]**

25/19.2 *Independent Schools*

PB requested that an agenda item for Independent Schools should be inserted for the next meeting. JH will make the necessary addition to the agenda. [Action: JH]

25/20 **Actions for next meeting**

LM	To contact Will Hargrave to discuss the migration of the B end of the LES100 at UoG-AH when appropriate (25/3.4)
JH	To report on the final decommissioning of the radio circuits (25/3.5)
PB	To issue an invoice for the KCN backhaul service and send to JH for payment (25/3.7)
JH	To progress the final KMII funding claim with Penny Gould of UKERNA (25/3.8 and 25/6)
JH	To liaise with UNISYS to establish a firm installation date for the circuit at Folkestone and inform AB (25/3.10)
JH	To arrange a meeting with the KAFEC representative to discuss FE college connection problems (25/3.11)
DH	To review the actions needed by Schools and FE colleges in the event of a network service failure (25/3.15)
JH	To update the Kentish MAN Operations Handbook for presentation at the next Executive meeting (25/3.15)
JH	To prepare credit reference procedures for presentation at the next Board meeting (25/3.20)
LM/DH	To investigate the costs and availability of dual power supply conversion kits and report back at the next meeting (25/4.2)
LM	To report on the changes to the Netsight Monitoring System at the next Executive meeting (25/4.3)
GK	To ensure that UCCA do not continue to use Kentish MAN addresses space at a UCCA B end address (25/4.4)
LM	To send an overview of the Crannog monitoring system to the members before the next meeting and to arrange a demonstration of the software at the meeting (25/5.2)
JH	To report on progress with the Crannog contract with Logicalis (25/5.2)
All	To feedback on the DRP by 30 th April 2007. (25/7).
PK	To ascertain if other RNOs had tested their DR plan and report back at the next meeting (25/7.1)
PR	To ask BH to prepare a test scenario for the DRP test on the 20.6.2007 (25/7.1)
JH	To find out from MT if CCCU has a contingency fund available in the event of a Kent MAN DRP emergency (25/7.1)
BH	To arrange for a meeting with NOC staff to prepare a test scenario of the Kent MAN DRP test (25/7.1)
All	To send JH details of any amendments required to the Risk Register by 27.4.2007 (25/8)
JSo	To ascertain from Clive Gallop whether Kent MAN might need to tender for the NOC via the OJEU (25/9)
DH	To report back at the next meeting on developments in the FE Router Management Project (25/10)
JH	To continue to progress arrangements for the Kent MAN Ltd Seminar (25/11)
PK/DH	To send details of Kent MAN Ltd networks and governance to PB for inclusion in the KPSN Procurement Bidders' pack (25/12)
PB	To ascertain if representatives from Kent MAN Ltd could be present at the KPSN Bidders' Conference (25/12)

DH	To report back at the next meeting about developments in the RNO Benchmarking Project (25/16)
JH	To arrange the next meeting at UoK (25/18)
GK	To report back at the next meeting in relation to UCCA's future connection requirements. (25/19.1)
JH	To insert an item into the next agenda to discuss Independent Schools (25/19.2)

The meeting closed at 1.10 pm